
GETTING THERE!



*Transportation Services for Adults with
Developmental Disabilities in Dane County*



**Developed for the Dane County Department of Human Services by the
Transportation Advisory Committee, a sub-committee of the Quality
Assurance Board of the Adult Community Services Division**

Workgroup members include:

Bob Blake, Goodwill Industries of South Central Wisconsin
Nan Cline, Dane County Human Services
Maya Fairchild, Dane County Human Services
Heidi Fisher, RFDF Community Living
Suzanne Hanson, M.A.R.C.-Responsive Employment Services
Mike Honer, Laidlaw Transit Services
Doug Hunt, Dane County Human Services
Crystal Martin, Madison Metro
Sharon McCarthy, Consumer
Greg Morrison, Transit Solutions
Tom Royston, Badger Cab Company
Aaron Samuel, CCLS
Kurt Schneider, Badger Cab Company



To obtain additional copies of *GETTING THERE*, please contact the Dane County
Department of Human Services, Adult Community Services, 1202 Northport Drive,
Madison WI 53704 (608) 242-6200
Spring, 2003

Table of Contents



Introduction 5
Overview 6
Transportation Tips 7
Madison Metro and Metro Paratransit 8
 Metro Paratransit Service Providers 9
 • Customer needs influence the assignment of your ride 10
 • Badger Cab 11
 • Myths Concerning your Badger Cab Service 13
 • Transit Solutions 14
 • Laidlaw 15
 Using the Metro Paratransit System 15
 • Eligibility/Recertification 15
 • Booking Rides 16
 • Changing Rides 18
 • Cancelling Rides 18
 • Confirming Rides 19
 • After Hours Emergency Numbers 20
 Important Metro Paratransit Policies 20
 • No-shows 20
 • Late rides 22
 • Holiday Service 23
 • Attendants 23
 • Drivers Responsibilities 24
 • Complaints 24
 • Compliments 25
STS and Exceptional Transportation Providers 26
Transportation Resources 27
Index 29
List of Dane County Transportation Providers 30

Getting There

Introduction



For every individual, access to transportation is critical to independence and a good quality of life. Reliable transportation is required to maintain employment, participate in community activities, and maintain important relationships. Individuals with developmental disabilities often depend upon public or specialized transportation to meet these important needs.

In Dane County, paratransit and specialized transportation service provision is a large and complex undertaking. In 2001, for example, over 123,000 rides were provided by Metro paratransit to consumers with developmental disabilities. In addition, well over 88,000 rides were provided through our other specialized transportation services (STS and the Exceptional Rides programs). When trips provided by our residential and vocational agencies are factored in, more than a quarter of a million rides are provided in a typical year to consumers in our system.

It is hoped that this booklet will provide you with an overview of the transportation resources available to individuals with developmental disabilities and their caregivers and will serve as a reference when you access public or specialized transportation.

Overview



The Adult Community Services Division of the Dane County Human Services Department has made a commitment to provide access to transportation to individuals with developmental disabilities so that they can meet their employment needs and to enable active participation in community life.

You are encouraged to use the form of transportation that maximizes your independence and provides the most flexibility in scheduling.

- **Madison Metro mainline bus service.** Madison Metro gives riders the most flexibility in scheduling and operates throughout Madison at a very low cost. All mainline buses are now wheelchair accessible. For information, call 266-4466 or 267-1143 (TTY).
- **Metro Paratransit.** If, because of your disability, you cannot access Madison mainline bus service, Metro paratransit is your best option. Metro paratransit provides riders with disabilities access to areas served by the mainline bus system. To use paratransit, you must be found eligible for the service under ADA guidelines. (Madison Metro processes and approves eligibility applications. See page 15 for details.) Paratransit service is not as flexible as the mainline bus. For example, paratransit rides must be scheduled at least 24 hours in advance and there are charges for last minute cancellations. For information, call 266-4466 or 267-1143 (TTY).
- **Specialized Transportation Services (STS).** If you are an individual who works at one of the MARC centers, Pathways of Wisconsin, Chrysalis, or Valley Packaging Inc., you are likely already riding on one of our STS routes. This service is limited to work-related rides and not available for more general transportation needs. For information, call 242-6200 or 242-6279 (TTY).
- **Exceptional Rides.** Dane County Human Services, on a very limited basis,

may also approve individual transportation arrangements for persons who cannot be accommodated within any of the other transportation programs. For information, call 242-6200 or 242-6279 (TTY).

In addition to these services funded through public dollars, a wide variety of private companies also provide transportation services as well. (See Chart on page 30.) Individuals may access these companies at any time by privately paying for their services.

It should also be noted that in rural areas of Dane County, where there are fewer transportation resources, individual supported employment agencies, family members and friends often provide rides to and from work and recreational activities.

Transportation Tips: When considering a move to a new residence or transfer to a new job, investigate the potential impact the move will have on your access to transportation:

- Parts of the Madison area are not served by the mainline bus or the paratransit system. (Call Metro Customer Service for information at 266-4466.)
- Also consider the location of your workplace or residence in relation to the general traffic flow in the city. Out of the way locations are more likely to experience delays and late rides. (Address your questions regarding traffic flow to the provider you typically use. See phone numbers on page 30.)
- The timing of rides also influences the quality of paratransit service you are likely to receive. Avoiding travel during peak hours (7-9AM and 2-4PM) can improve the timeliness of your rides.

Getting There

Madison Metro and Metro Paratransit



Phone Numbers:

Madison Metro and Metro Paratransit 266-4466 (or TTY at 267-1143)

Metro Paratransit Cancellation Line (after hours), 267-1107

Madison Metro Bus Service

1. Madison Metro runs the main line bus system (city bus). Bus routes and schedules are available in the Madison Metro Ride Guide that can be picked up on any bus or at the **Madison Metro Office, 1101 E. Washington Ave., Madison, WI 53703**.
2. An individual fare is \$1.50 per trip. If you need to make multiple bus changes to reach your destination, you can get a transfer slip for your next ride from the driver of each bus. Senior/Disabled fares are 75 cents and convenience tickets are available. (Note: Fares are subject to change.)

If you are travelling with your personal care attendant on a Madison Metro bus, your attendant can ride with you without charge.

3. There are wheelchair lifts available on all city bus routes.
4. Bus passes and convenience tickets for Madison Metro can be purchased at the Madison Metro office (see address above), at local convenience stores, through the mail, or online at mymetrobus.com.

Metro Paratransit

Metro Paratransit provides ride service for work, recreation/leisure activities, grocery shopping, etc. to eligible persons who have disabilities. A rider must apply and be certified as eligible to receive paratransit services. (See page 15 for details.)

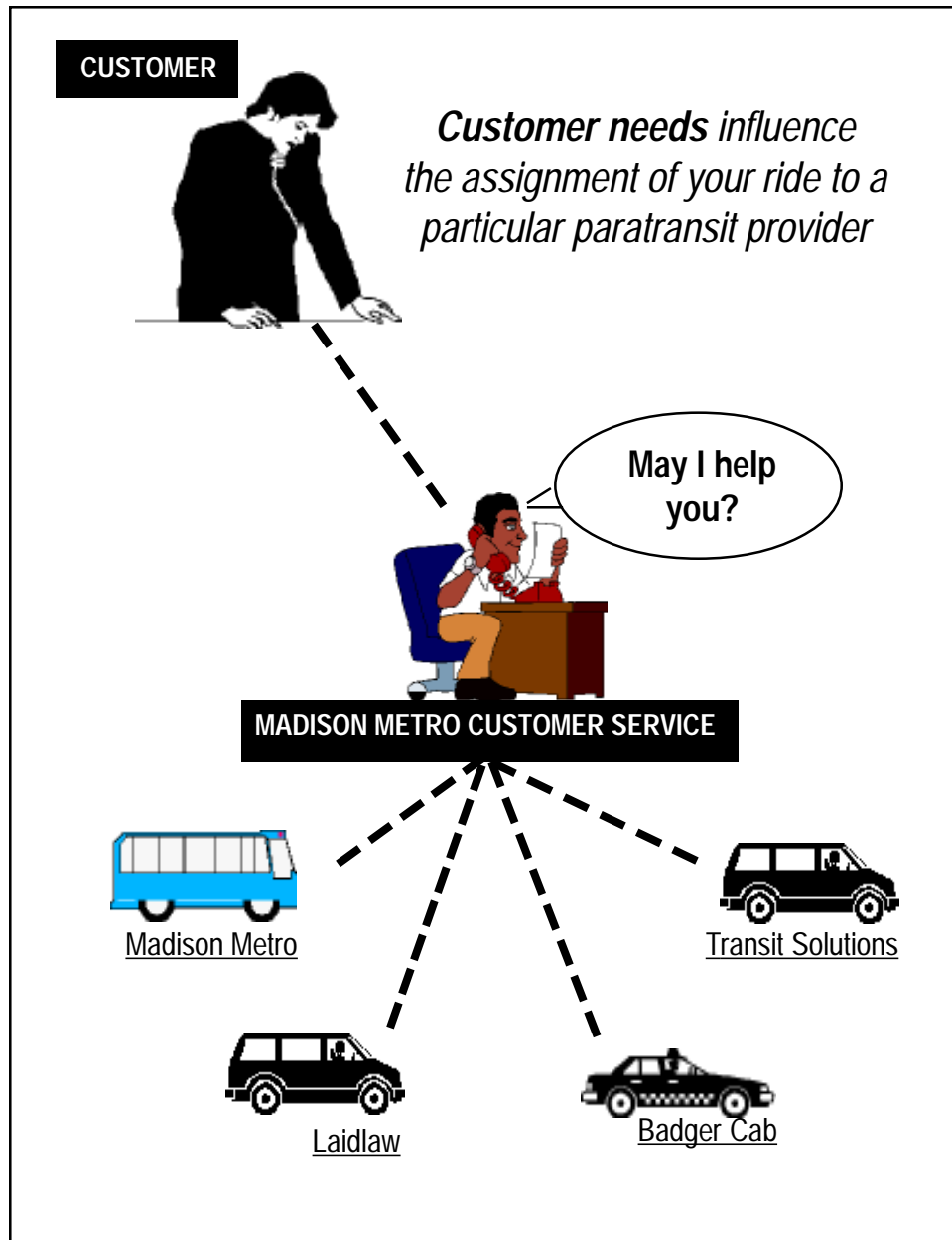
1. If you are a participant in one of the Medicaid Waiver programs, you are not required to pay a fare for your paratransit rides. If you are not a participant in one of the Medicaid Waiver programs, your fare will be \$1.50 per ride during non-peak hours or \$2.50 during peak hours (weekdays, 7AM-9AM and 2PM-4PM, based on pick-up time). (Note: Fares are subject to change.)

If you don't like to pay your fare with cash, Paratransit Convenience Tickets are available for purchase at Sentry Foods-Hilldale, Kohl's-Park St., the Metro Office, through Metro-by-Mail, or online at mymetrobus.com. **Metro's fixed-route Monthly Pass is not valid for paratransit service.**

2. Metro Paratransit operates within a service area bounded by the mainline bus system. This includes areas within $\frac{3}{4}$ of a mile of the Madison Metro main line bus routes, excluding commuter routes.
3. Riders who cannot access the mainline or paratransit systems due to medical or disability-related issues may be referred to the Exceptional Rides Program, coordinated by Dane County Human Services

Metro Paratransit Service Providers

Metro Paratransit may subcontract paratransit rides to Badger Cab (shared ride taxi service for individuals who are ambulatory) or with Laidlaw or Transit Solutions (for persons using wheelchairs or for ambulatory users). The particular company that provides your ride may change from day to day as assignments are



influenced by demand for service, mobility issues, and the time of day that the ride is requested.

1. Badger Cab, 256-5566

Badger Cab is a taxi company that serves the general public. Paratransit passengers also receive service under a contractual arrangement Badger has with Madison Metro. As such, Badger must respond to the fluctuations in demand from the riding public and the paratransit system.

Badger cab drivers are not employees of Badger Cab. They lease the vehicle they drive on a daily basis and bid for rides when announced by the Badger Cab dispatcher. Badger dispatchers work cooperatively with drivers to ensure that all general public and paratransit passenger rides are accepted in a timely fashion. (Riders who live or work in out of the way places may experience a longer wait for rides as there may be fewer drivers in the immediate vicinity able to bid on their call.)

Another dimension of the Badger Cab business is that it is a shared ride service. This means that cabs do not travel directly from a rider's pickup point to the rider's destination, but will also make stops to pick up and drop off other customers or parcels along the way. This affects travel time.

After your ride request is registered with Metro Paratransit...

Metro paratransit forwards a list of ride requests to Badger Cab the evening before they are to be provided. Additionally, rides may be added or deleted from this list on the day of service. Although there are exceptions, an attempt is made to keep the number of rides within Badger Cab's operating capacity. All rides are subject to being integrated with rides that Badger provides to other agencies and the general public.

Getting There

Factors that affect the promptness of service



Many factors can affect how promptly your service is provided. Primary among those factors is Badger Cab's **total passenger load**. According to City Ordinance, Badger Cab cannot refuse service to any individual, at any time. Badger Cab tries to provide the best possible service to as many consumers as possible. Other factors affecting promptness include:

- Day of the week** Some days are busier than others
- Time of day** Certain times of day are always busy
- Weather conditions** *Can have a major impact*
- Special events** Football game, student exodus, etc.

The route of the trip also is a factor. Particular rides can pose problems with a shared ride system. Rides that cannot be paired with other passenger's routes generally require an empty vehicle. During peak periods, empty vehicles may be hard to find.

Dispatching your ride request

All rides or calls are radio dispatched to Badger Cab drivers. Paratransit rides contracted with Metro are done in basically the same manner as those for the general public. Rides are not assigned to any specific driver at the beginning of his or her day. When a dispatcher informs you that a ride has not been "**dispatched**", this means that **no driver has accepted the ride**. The dispatcher is, however, actively trying to get the call assigned to a cab. Rides that are "**assigned**" have been **accepted by a driver** for service.

Demand/Response calls (most rides for the general public) are announced to the drivers shortly after being taken. Time calls (reservations and Metro paratransit rides) are announced to the drivers anywhere from 10 minutes (most in town calls) to 45 minutes (out of town calls) before they are due.

Drivers inform the dispatcher of which rides they feel they can accommodate. Dispatcher assignment decisions are based on a number of variables. Generally his or her bottom line is to provide the best service to the greatest number of customers and to use his fleet effectively. There is not always a perfect match between available cab capacity and requested rides. The dispatcher's job often requires the mitigation of conflicting needs, again trying to serve all passengers.

Although Badger tries to anticipate service request levels and to schedule sufficient numbers of drivers, a number of situations, totally out of their control, can upset the system. For instance, an inordinate number of their drivers may call in sick or contracted users (Metro, Dane County, WTA) may find themselves short of drivers, adding to Badger's ride load.

Myths concerning your Badger Cab service



Myth #1 *Badger Cab drivers are paid less for Metro paratransit or Dane County passengers and therefore don't wish to provide service.*

In reality, drivers are provided the same compensation for Metro Paratransit and Dane County passengers as for the general public. In fact, they are compensated for "no-show" Metro Paratransit riders but are not compensated for "no-shows" among cash customers. The driver receives the compensation for the ride based on the distance traveled. Once a driver accepts a ride, all contingencies of that ride should apply. If the driver does not fulfill these contingencies (such as providing door to door service), then the driver's pay for that ride can be reduced or his cab lease withdrawn if he or she repeatedly provides poor service.

Getting There

Myth #2 *Because Metro penalizes Badger Cab for late arrivals, drivers get paid less and are not inclined to service calls that are running late.*



In reality, drivers are fully compensated on all Metro paratransit calls. Fee forfeiture is completely assumed by Badger Cab, not the driver.

Myth #3 *Drivers don't like servicing Metro Paratransit passengers and try to avoid calls.*

In reality, since Metro paratransit is Badger Cab's largest single customer, drivers recognize the value of the business Metro paratransit provides. They also recognize that poor service can jeopardize the relationship and make extra efforts to service paratransit passengers.

2. Transit Solutions Inc. (TSI), 294-8747

Transit Solutions primarily operates a routed and prescheduled ride service. They also respond to ride requests that are made on a "casual" basis but this is a small portion of their business. Transit Solutions operates 23 vehicles ranging in size from sedans to a 28-passenger mini-coach. The vast majority of TSI rides are organized into routes. These routes are generally served by the same drivers who, over time, get to know passengers. Pick up and drop off times are fairly consistent for these rides.

Keys to TSI service include **flexibility** on the part of riders in terms of pick up and drop off times (especially during the AM or PM rush) and **regular routine**. Once routes are established, consistent service is more likely when riders follow regular pick-up and drop-off routines and avoid last minute changes in schedules.

3. Laidlaw, 223-0610

Laidlaw provides transportation services in Madison under three separate contracts. Madison Paratransit gives Laidlaw up to 30 routes per day for paratransit riders. In addition, Laidlaw also provides transportation to children enrolled in the Madison Metropolitan School District participating in Special Education and Early Childhood Programs at 40 school sites.

Laidlaw provides both fixed route and paratransit service to riders who live in Monona. The **Monona Express** starts in Monona and loops the lake, passing through the downtown area and stopping at set points throughout the trip. The **Monona Lift** offers wheelchair accessible service and follows the same route as the Monona Express, yet deviates up to 1 mile off the route while in Monona to accommodate passengers with special needs. After leaving the city limits of Monona, the Monona Lift does not deviate from its set route. Passengers utilizing the Monona Lift service are asked to phone in their ride requests 24 hours in advance. For more information about the Monona Express or the Monona Lift, call 222-3350.

In addition to its contracted service, Laidlaw also operates as a charter service. Rates for charter service vary depending on the duration and distance of the trip. All charter services must be phoned in at least 24 hours in advance and are subject to vehicle availability.

Using the Metro Paratransit System



Eligibility/Recertification

1. A person must complete an application to be certified to ride Metro Paratransit.
2. Applications are reviewed by Metro staff. In some cases, Metro may consult with an appropriate professional expert regarding eligibility.

Getting There

3. This process can take up to three weeks.
4. If the application committee finds that the person is capable of riding the city bus, then they are not eligible to use Paratransit services. However, if their ability to ride the bus changes over time, they can reapply. Some mainline bus riders are eligible to use Metro paratransit during inclement winter weather, November 1 through April 15. There is an appeal process if an application for eligibility is denied.
5. Applications are available from Madison Metro Office at 1101 E. Washington Ave., Madison, WI 53703 or by calling 266-4466.
6. Paratransit riders must undergo a re-certification process every three years to determine whether a rider's situation has changed and whether or not they can still be considered eligible for paratransit service.



Booking Rides

Metro is not able to provide same-day ride service. **Rides must be scheduled at least one day in advance, no later than 4:30 in the afternoon.** (At 4:30 PM Metro begins running a computer program that schedules rides for the following day. Once it is in motion, it cannot be restarted.)

To schedule a ride:

1. Call the Madison Metro Customer Service Center (266-4466, TTY 267-1143). Customer Service Representatives are on duty weekdays, 6:15 AM – 6 PM; Saturdays, 8 AM – 4:30 PM; Sundays and holidays, 12:30 PM – 4:30 PM. They **recommend calling between 10 AM and 2:30 PM.** This is the slowest time of day. Calling after 4 PM risks hitting their peak period and they may not be able to get everything you want set up before the computer program starts to run at 4:30 PM.

2. Metro encourages ride requests to be made in writing and can be sent by fax to 267-1108. (A standard form for making ride reservations is available from Metro). After submitting the form, call to confirm that the form was received and that the ride is now in their system. If you call to schedule a ride, when you reach a Customer Service Representative, tell them the following: "I want to schedule a paratransit ride for (name of rider)."
3. The Customer Representative will get the information from you by asking a series of questions. They have a computer screen in front of them, and it is easier for them to ask the questions and get the information in the sequence it appears on the screen. This makes for a quicker and more efficient call.
4. You will be asked the date of travel, when you need to be **at your destination and again when you will be finished at your destination**. Make sure you allow plenty of time for medical appointments.
5. You will be asked to provide the street address of the pick-up point and the name of the business and phone number of your destination.
6. You will be asked whether you wish to receive "Curb-to-Curb" service or "Door-to-Door" service.
 - a. **"Curb-to-Curb"** service is when the driver picks up the passenger at the curb of the point of origin and then drops off the passenger at the curb of the destination.
 - b. **"Door-to-Door"** service is when the driver assists the passenger from the first door encountered at the building to/from the vehicle. The driver may open the first door of the building. Due to liability and scheduling reasons, drivers are not allowed to go into buildings, and they are not allowed to

Getting There

assist passengers up steps. Drivers may only carry one small package with "Door-to-Door service.



7. Be sure to inform the Customer Representative if the rider **"must be met"** or **"cannot be left unattended"** as well as any other special instructions such as specific pick-up or drop-off points, building entrances to use, etc.

Be sure to tell the Customer Representative if an attendant will be travelling along with the rider.

8. Rides for days **beyond** the following day may be booked at any time when Metro Customer Service is open.

Changing Rides

Changes to rides must be requested at least 1 day before the change is needed. When calling Metro to change a ride for a particular day or time, make sure that the customer service representative knows that you **only want that specific ride changed**. Ask them to please repeat the information you have changed.

Ideally, send the information in writing to Metro by fax (267-1108).

Cancelling Rides

1. All cancellations must be made at least 30 minutes before the scheduled arrival or a no show may be issued. (See policy on No Shows below.)
2. Metro encourages riders to call the Customer Service Center (266-4466, TTY 267-1143) during its normal hours of operation and speak with a representative to cancel rides. If you are unable to do this, an after hours ride

cancellation message line is available (267-1107). After hours cancellation messages are recorded and processed the next day.

3. When leaving a cancellation message, please provide the following information:
 - a. Rider's name (please spell the last name).
 - b. Date and time of ride to be canceled (please include if it is a round trip or one-way ride).
 - c. Phone number of a contact person, should there be any questions regarding the ride.
4. When leaving a message after-hours, please speak slowly and clearly so that your cancellation can be processed correctly.

Confirming Rides

1. Metro encourages riders to call the Customer Service Center during the morning of their scheduled ride to confirm both the ride pick up time and service provider.
2. Be aware that due to cancellations, vehicle availability, traffic, and other instances that may affect schedules, service providers may change throughout the day. Don't be surprised if a Metro van shows up when you were expecting a Badger Cab.
3. Because of the sheer number of calls generated by daily confirmation of all rides, we recommend that you do not call to confirm rides that are generally on time and run smoothly. (Although you are still welcome to do so.)

Always try to record the time, date, and the dispatchers name when scheduling, changing or canceling rides.

Getting There

After Hours Emergency Numbers to call



If the Customer Service Center is closed and you need to contact Metro to inform them of a last minute change to your ride, call one of the following numbers:

If your ride is with Badger Cab, call: 256-5566

If your ride is with Laidlaw Transit, call: 223-0610

If your ride is with Metro Paratransit, call: 444-7011. *(Please do not call this number for schedule information or about next day rides.*

Important Metro Paratransit Policies

1. No-Shows

A no-show occurs when a rider does not appear for the scheduled ride. The driver is required to wait five minutes from the requested pick up time. If the driver arrives after the scheduled pick up time, he or she is still required to wait five minutes for the rider to appear. Drivers are required to announce their presence. They are not required to ring doorbells. The driver's timepiece is official.

- If you are starting your travel for the day and you receive a no-show, **another vehicle will not be sent.**
- If you find another way to get to your destination, you must **call to confirm your return trip or it will be cancelled.**
- If you miss your ride going home, call and **Metro will send another vehicle** to get you home at the earliest convenience.
- If you need to cancel a ride at the last minute, contact Metro at least 30 minutes before your scheduled trip or it will be identified as a no-show.

All vehicles authorized by Metro have a 20-minute window for arrival. A vehicle is not considered late until it is 20 minutes past your requested pick-up time.

How Many No Shows are allowed? If you take:

1 – 14 trips that month	no more than 2 no-shows per month are allowed
15 - 39 trips that month	no more than 4 no-shows/month are allowed
40 - 59 trips that month	no more than 6 no-shows/month are allowed
60 - 79 trips that month	no more than 8 no-shows/month are allowed
80 - 99 trips that month	no more than 10 no-shows/month are allowed
100 or more trips that month	no more than 12 no-shows/month are allowed

What Happens if I Get Too Many No-Shows?

Metro sends a letter to inform you that you had too many no-shows. The first time, you will receive a warning to let you know. If it happens again within a 6 month period, you will get more letters stating that your service may be suspended. A suspension means you can't ride on specific days.

Suspended for How Many Days?

- 1st violation letter — warning only
- 2nd violation letter — 1-day suspension of service
- 3rd violation letter — 3-day suspension of service
- 4th violation letter — 7-day suspension of service
- 5th violation letter — 30-day suspension of service

All subsequent violations will merit a 30-day suspension of service regardless of the original date of the no-show violation.

Getting There

How do I Appeal No-Shows?



Send your ticket back to Metro with a note explaining what happened. **Please do not contest a no-show with the driver.** Appeals may be based on the following exceptions:

- The vehicle arrived at the pick-up location early or late (more than 20 minutes after requested pickup time) and the passenger was not ready, had left to call, or made other arrangements.
- A sudden personal or family emergency caused the person to change plans. This did not allow time to notify the dispatcher of this change.
- The person had made a reasonable effort to notify Metro that service would not be needed but experienced an unreasonable delay on the phones.
- A sudden turn for the worse for a passenger with a variable condition caused them to miss a trip.

Why should I Pay for My No-Shows?

A \$5.00 charge will be billed to the rider's address for each no-show. No-show charges should be paid in the month they were billed. Failure to pay may lead to a suspension of service until payment is made.

Late Rides

1. All paratransit rides are provided with a 20-minute window. For example, a ride booked for an 8 AM pick-up should be expected to arrive between 8 AM and 8:20 AM. **This ride would not be considered late until 8:21 AM.**
2. Please do not report late rides until this 20-minute window has expired.

3. If you are having trouble with a ride that is consistently late, be sure to let Metro-know (even if you cannot call until later in the day or week). This will help them identify problems in their routes and help to speed up the solution to those problems.
4. Calls regarding service should be directed to the Metro Customer Service Center (266-4466). Metro will contact the appropriate provider if a subcontractor is handling the ride.
5. If you would like to have your late ride documented as a formal complaint you must tell the individual taking the phone call.

Holiday Service

1. All standing ride reservations are automatically canceled for major holidays (including Martin Luther King Day and the Friday after Thanksgiving).
2. On Christmas Eve, all fixed-route and paratransit service stops at 6 PM.
3. Paratransit riders wishing to travel on holidays must set up a "one-time-only" or "casual ride."
4. Paratransit service reflects the fixed route holiday service routes and schedules.

Attendants

Paratransit riders may have an attendant accompany them for free **on either fixed route or paratransit service.**

1. Attendants must be noted at the time a ride is scheduled, to ensure space is

Getting There

available.

2. An attendant does not qualify for a ride unless an eligible paratransit rider is making the trip with them.



Driver's Responsibilities

1. Drivers can/will leave the passenger unattended at their destination unless Metro is notified that the person cannot be left alone and that a staff person will meet them. (It's usually best to do this in writing.)
2. Drivers are required to wait for a passenger for 5 minutes past their requested pick up time. If a driver comes early, he is still supposed to wait 5 minutes past the requested pick up time for the rider to appear. If the driver arrives late, he is to wait 5 minutes for the rider to come out to board the ride.
3. Drivers receive all instructions listed on the Metro manifest. If you want to be sure that specific information gets to the driver, request that it be included on the manifest.

Complaints

The paratransit system is very complicated and is a major undertaking every day. It provides as many as 1,000 rides on any given weekday, and there are approximately 3,500 riders eligible for paratransit service. With such a complicated process, mistakes are bound to happen.

Metro recognizes that constructive complaints help to improve the system. Here's the process:

1. Complaints about service can be made in writing, faxed, submitted online, or called in to Metro Customer Service. All complaints are forwarded to the appropriate unit for resolution. It is very important to identify the **date, service**

vendor, time of day, nature of the complaint, and the rider's name. That information makes it possible to track how the ride was processed. (Please refer to the Complaint form included here.)

2. Complaints about service provided by paratransit vendors are forwarded by Metro to the vendor for resolution. The vendor addresses the complaint and Metro is "copied in" on how it was resolved and any customer contact made. Metro regularly reviews complaints and feedback material to identify service trends and areas to improve and tracks all complaints for reporting purposes.
3. If you prefer to make your complaints directly to the vendor, contact names and phone numbers are:

Badger Cab, Tom Royston 256-1363
Laidlaw Transit, Mike Horner 223-0610
Transit Solutions, Greg Morrisson 294-8747
Metro Customer Service 266-4466
4. When making complaints by phone, be sure to tell the Customer Service Representative that you "wish to make a formal complaint."
5. Always try to record the name of the transit company, cab or van number, and the driver's name of any problem rides.

Compliments

1. When you encounter a helpful dispatcher, or if something goes very well with Metro, compliment them. They don't hear that as often as they should.
2. You will find that individual drivers often go above and beyond the call of duty. Try to single out those actions and spread word of their good deeds. They are

Getting There

under the same pressure and challenges that many of us face in this field.

**STS and Exceptional
Transportation Providers**



Several other companies provide service under the STS and the Exceptional Rides programs (or can be used for private pay arrangements):

□ Care Van, 437-8989

Care Van operates in and around Mount Horeb and provides transportation services to individuals who work at the MARC-Mt. Horeb center as well as in community jobs in the Mt. Horeb area. Care Van operates these rides under the County's STS program. In addition to providing rides to adults with developmental disabilities, Care Van also provides rides to elderly County residents in need of transportation services.

□ Mary Lynn Stassi (MLS) Transportation, 838-9524

MLS Transportation, located in McFarland, provides STS service to the MARC-Center in Stoughton as well as other rides to consumers traveling in areas outside of Madison.

□ Mr. Mom's Transport Service, 255-0444

Mr. Mom's provides group rides, primarily to paratransit riders travelling to the MARC centers, Chrysalis, or Valley Packaging, Inc. (VPI). Mr. Mom's uses a ride reservation system that enables them to track ride schedules and rider utilization of their service. Routes are established for various parts of the city and drivers pick up these riders at pre-scheduled times. On some routes, Mr. Mom's uses larger 30-40 passenger buses. This means that timeliness in pick-ups is extremely important as even a 5 minute delay by each rider can

back up the schedule for all those on the route.

□ **We Care, 838-8589**

We Care is owned and operated by Bob Newton and is based in McFarland. We Care vans provide transportation services throughout Dane County on a fee for service basis. Many vans are lift equipped and all are air conditioned. Currently, We Care provides STS service to the Stoughton MARC center and provides other rides to individuals requiring exceptional support (as authorized by DCHS).S

Transportation Resources

Training: The **Mobility Training and Independent Living Program (MTILP)** offers training to assist individuals with disabilities to develop skills that increase independent functioning and encourage community integration, such as mobility training in the use of the bus system. For more information, call 288-1238.

Newsletter: Metro is making strides to improve communication with its customers. It has started a regular newsletter, **Paratransit Messages**. Questions about policies and suggestions for future news items may be directed to their Customer Service Center or e-mailed to metrobus@ci.madison.wi.us. Specific questions or suggestions can be directed to the paratransit manager at Madison Metro.

Advocacy: If you are interested in learning more about paratransit services and in sharing your ideas, consider joining one of the following groups:

- The **ADA Paratransit Plan Oversight Subcommittee (ADAPPOS)** reports recommendations to the Madison Transit and Parking Commission regarding paratransit issues. This subcommittee meets on the 1st Thursday of the month in Room LL110 of the Madison Municipal Building, 215 Martin

Getting There

Luther King, Jr. Blvd., Madison.

□ The **P.A.I.N.S.** group is affiliated with the Wisconsin Coalition for Advocacy (WCA) and was organized to advocate for quality transportation services for individuals with disabilities. For more information about this group, contact The WCA at 267-0214.

□ The **Transportation Advisory Committee** of the Quality Assurance Board is another group that advocates around issues that specifically relate to the transportation needs of individuals with developmental disabilities. This group meets on a quarterly basis and draws together vocational, residential, and transportation providers and consumers for a discussion of topics related to transportation services. For information about this group, contact Dane County Human Services, Adult Community Services Division at 242-6200.

Index



- Advocacy 27
- After Hours Emergency Numbers 20
- Attendants 23
- Badger Cab 11
- Booking Rides 16
- Cancelling Rides 18
- Care Van 26
- Changing Rides 18
- Complaints 24
- Compliments 25
- Confirming Rides 19
- "Curb-to-Curb" 17
- "Door-to-Door" 17
- Driver's Responsibilities 24
- Eligibility/Recertification 15
- Holiday Service 23
- Important Metro Paratransit Policies 20
- Introduction 5
- Laidlaw 15
- Late Rides 22
- Madison Metro 6, 8
- Madison Metro Bus Service 8
- Metro Paratransit 8
- Mary Lynn Stassi (MLS) Transportation 26
- Metro Paratransit 6, 8, 9, 15
- Metro Paratransit Service Providers 9
- Mr. Mom's Transport Service 26
- Myths concerning your Badger Cab service 13
- Newsletter 27
- No-Shows 20
- STS/Exceptional Transportation Providers 26
- Overview 6
- Specialized Transportation Services 6
- Training 27
- Transit Solutions Inc. 14
- Transportation Resources 27
- Transportation Tips 7
- We Care 27

Dane County Transportation Providers



A Lift Services ☐	800-567-5438
Badger Cab	608-256-5566
Care Van Services ☐	608-437-8989
Curtis/Ryan Ambulance	608-255-4140
Durham School Services ☐	608-249-5251
Focus Corp. ☐	608-277-9140
Laidlaw Transit ☐	608-223-0610
Lazer's Bus Service☐	608-655-3862
Metro Paratransit☐	608-266-4466
Madison Metro☐	608-266-4466
Madison Taxi	608-255-8294
Meister Transport ☐ <u>MA</u>	608-240-0353
Mr. Moms☐ <u>MA</u>	608-255-0444
Monona Transport Services☐	608-222-3350
Rite-Way Leasing	608-249-6462
Stoughton Cab☐	608-873-7233
Sun Prairie Cab☐	608-837-5550
Transit Solutions ☐ <u>MA</u>	608-294-8747
Union Cab	608-242-2000
First Student Bus Service☐	608-845-8516
We Care Transportation ☐ <u>MA</u>	608-838-8589
Women's Transit	608-256-3710
MLS Transportation☐	608-838-9524

☐ Have lift-equipped vehicles

MA Accept limited referrals for medical rides billed directly to Medical Assistance

Getting There

Getting There



Dane County Department of Human Services
Adult Community Services Division
1202 Northport Drive, Madison WI 53704



GETTING THERE

1000/4-2003